Hotel Sacher

Mr. Stefan Hiersche, IT Director of Hotel Sacher in Vienna: "We are a very satisfied user of the NEC Hospitality Communication Solutions for many years. Our co-operation is built on NEC's optimal communication solutions to serve our high demanding guests as well as the professionalism and pro-active behaviour of PKE, NEC partner in Austria. I personally can recommend both NEC as well as PKE for any hotel with a real need to increase efficiency and improve guest satisfaction."

Challenges

Built in 1876, the world-famous Hotel Sacher has been a popular meeting point for the aristocracy, politicians, business people and artists. Its guest book has been signed by celebrities such as the Prince of Monaco and his wife Gracia, Indira Gandhi, Queen Elisabeth II and John F. Kennedy. Artists, such as Leonard Bernstein, Herbert von Karajan or Marcel Prawy have also been frequent guests.

Today, Hotel Sacher is one of the Leading Hotels of the World. Managing state-of-the-art IT & Communication solutions in a mid 19th Century classical building is a challenge in itself. Hotel Sacher has been a very satisfied user of the NEC Hospitality Communication Solutions and customer of PKE, NEC business partner in Austria, for many years now.

There are two NEC communication systems within the Sacher company: at Hotel Sacher and at Sacher Tortenfabrik (the famous Sacher cholocate cake factory).

To ensure for user friendly and up to date communications, Hotel Sacher was in need of modernizing its operator position, which had served the hotel for many years but by now was getting dated, and losing out on latest functionality. Hotel Sacher sought a state-of-the-art operator solution and was impressed by the capabilities of the Operation position that is presently part of NEC's Business ConneCT suite.

Another challenge Hotel Sacher faced was the high interconnect costs for the traditional ISDN lines between the 2 systems they deployed at the Hotel and the Cake factory.

Customer
Hotel Sacher, Vienna, Austria

Industry
Hospitality

Challenges
- Reduce high interconnect costs for traditional ISDN lines between the hotel's 2 systems
- Modernize the dated Operator position with a state-of-the-art UC, Unified Communication solution
- Ensure an outstanding guest experience
- Improve staff productivity and efficiency

Solution
- 2 NEC communication servers networked via IP
- Business ConneCT Operator in VMWare environment
- DECT infrastructure for staff throughout the hotel

Results
- Dramatically reduced operational costs
- Savings on Hardware and Energy costs (VMWare)
- Improved guest experience and satisfaction
- Increased efficiency and motivation for staff

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Solution

Building on their experience with PKE as system integrator and maintenance provider and NEC as supplier of proven and reliable hotel communication solutions, Hotel Sacher turned to their trusted parties for advice on how to improve.

After analysing the hotel's operation and specific needs, PKE and NEC advised the hotel to:

- Replace the existing operator position by a new Business ConneCT Operator solution. The operator licenses were installed on top of the already existing BCT Contact Center solution, so there is now one integrated solution installed.
- Upgrade the existing Business ConneCT Contact Center to the latest release (R.6), now running in a VMWare environment. Connected to the operators are also external recording devices to record calls in case of threating phone calls.
- Replace the ISDN lines between the 2 communication severs by an interconnection based on IP.

Results

With the use of IP for interconnecting the 2 systems instead of the traditional lines, the operational costs have been reduced dramatically. The replacement shows a return on investment of less than one year.

By installing Business ConneCT in a VMWare environment, Hotel Sacher saves on Hardware as well as Energy costs.
Business ConneCT is furthermore integrated with the PMS system and supports Guest Name Display. This is now available in a very user friendly way.

Mr. Stefan Hiersche, IT Director of the Hotel Sacher in Vienna states: "We have been a very satisfied user of the NEC Hospitality Communication Solutions for many years now. This co-operation is built on NEC's optimal communication solutions to serve our high demanding guests as well as on the professionalism and pro-active behaviour of the NEC partner in Austria, PKE. I personally can

recommend both NEC as well as PKE for any hotel with a real need to increase efficiency as well as to improve guest satisfaction."
Mr. Gerhard Anderl, managing director of PKE, the strategic partner of NEC in Austria and Central Europe: "Working with the IT team of the Hotel Sacher is a pleasure in itself. We at PKE have been able to transform communication from a facilitator and enabler, to a strategic asset and differentiator for Hotel Sacher – vis-à-vis their demanding guests. A great example of the latter, is the newly installed UC solution of NEC, Business Connect, which takes care of all the guests demands (incoming and outgoing), irrelevant of the chosen channel and medium by the guest".

About

In 1876, Eduard Sacher founded the Hotel Sacher in Vienna. Soon after its creation, the Sacher became a world famous meeting point for politicians, artists and the aristocracy.

Eduard Sacher was the son of the creator of the Original Sacher-Torte, a unique chocolate cake. Since 1934, the hotel has been run by the Guertler family, which is very intent on maintaining the hotel's old tradition.

A simple glance from its windows confirms the hotel's spectacular location. It is directly in the city centre, close to the pedestrian shopping area Kärntner Straße, opposite the Opera House and only a short walk away from St. Stephen's Cathedral, the Hofburg Imperial Palace and the elegant Ringstraße, a road which boasts an impressive array of Vienna's major sites, such as the Burgtheater Imperial Court Theatre and the City Hall.

Located in the city centre, the 5-star deluxe Hotel Sacher is among the world's top hotels, member of Leading Hotels of the World (LHW Member) with 149 rooms including suites

PKE